

## APPENDIX E

### VISITOR ASSISTANCE TRAINING FOR TEMPORARY EMPLOYEES

E-1. Policy. In order to provide a consistent message through all phases of the visitor assistance training, divisions are authorized to conduct annual visitor assistance/citation training courses for temporary, seasonal and new natural resources employees who have been selected to receive citation authority. MSC courses will incorporate the core curriculum outlined below and will be submitted for review to HQUSACE (CECW-ON), through the Visitor Assistance Program (VAP) lead instructor. (See also paragraph 6-4 of this chapter.)

E-2. Authority. Upon completion of the approved division training, permanent and seasonal employees may be granted citation authority for up to two years, at which time they must take the HQUSACE PROSPECT course. Temporary employees cannot be granted citation authority in their first summer of work. Upon completion of one season's work and the approved division course, returning temporary employees may be granted citation authority. Temporary employees must be certified to meet the same criteria for demeanor, aptitude, personality and ability to issue citations as do permanent and seasonal employees.

E-3. Core Curriculum.

a. Subjects required to be covered in the 24-hour core curriculum of the course include:

(1) USACE Visitor Assistance policy statement, to be given by a USACE VAP course instructor (travel and per diem to be paid by the host district/division)

(2) Ranger authority, liability, image, and uniforms

(3) Chapters 2, 6, 7, and 8 of ER/EP 1130-2-550

(4) Title 18 and Title 36 (CFR)

(5) Levels of Authorized enforcement

(6) Conflict management

(7) Personal protection/Situation evaluation

(8) Communications, verbal judo, and other non-aggressive techniques

(9) Fact finding

(10) Verbal or written warnings and citations

(11) Magistrate system, US Attorney, court appearances, Central Violations Bureau and forfeiture schedule

(12) Other violations to include state and local laws, ARPA, ERGO

(13) Law Enforcement Cooperative Agreements

b. Subjects to be covered with local emphasis at the instructor's predetermined length:

- (1) Water safety
- (2) Emergency situations
- (3) Patrol and enforcement techniques
- (4) Report writing
- (5) Visitors under the influence

E-4. Manual. A manual outlining the course will be provided and should be reviewed every five years. Videos to assist with specific subject areas will accompany the course manual.

E-5. Videos.

- a. The previously distributed 1985 videos from HQUSACE Visitor Assistance Course will be made available to District/MSD instructors to highlight pertinent teaching points and enhance coverage of individual subjects.
- b. The Chief of Engineers video on guidelines for Visitor Assistance will be a part of the training.
- c. Districts/MSDs may develop videos to instruct new employees on unique features of individual projects. Scripts of proposed videos will be approved by the VAP lead instructor to ensure uniformity of visitor assistance courses nationwide.

E-6. Approval. Course outlines and/or lesson plans will be submitted to HQUSACE (CECW-ON), who will work through the VAP lead instructor for approval. Courses that do not change from year to year need only be submitted once. Course dates should be submitted annually by 31 January, to allow PROSPECT instructors to schedule attendance at district or division courses.

E-7. Target Audience.

- a. Temporary employees.
- b. Permanent and seasonal employees waiting to attend HQUSACE training who will have authority to issue written warnings or citations.

E-8. Refresher Courses. Temporary employees must complete a refresher course every five years. Permanent and seasonal employees will complete the HQUSACE Visitor Assistance Course within two years of date of employment.